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**Jamal**

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|  | Objectives  To endeavor in excellence for the benefit of the company entrusted to me.  It has been a longstanding desire of mine to seek a challenging career in imparting computer knowledge and to work with commitment.  Education  Diploma in Computer Engineering 78% 2009  Higher Secondary 92% 2006  experience  logo.png Winchester Hotel & Apartments Dubai  *“I.T. Supervisor” (2014 – Present)*  images.jpg  Wipro InfoTech-Bangalore  “*Customer Support Engineer for Laptops” (2010 – 2014)*  Wipro Info Tech-Pondicherry  “*Desktop Engineer” (2009-10)*  images.jpg  **DUTIES & RESPONSIBILITIES @ WINCHESTER GROUPS- Dubai**   * Guest room WIFI & LAN network problem to solve * Maintaining the staff’s computers. * Maintaining laptop, desktop, printers, scanners, server & telephone. * Maintaining all documents reports like purchase, contracts servicing, * Assign the work for our team members. * IDS basic problem to solve * If any Ids update, WIFI update & passport scanning update give remote access to concern person. * Update swimming pool report daily, weekly, monthly. * Monthly requirements of maintenance send mail to accounts. * Maintain antivirus for all system, * Install operating system, Ms Office, antivirus, printers, scanners & software’s (team viewer, any desk, ammy). * Daily checking CCTV, lift if not working will call concern contract person to attend.   **DUTIES & RESPONSIBILITIES @ Wipro**   * Receiving customer laptops& spare parts * Verifying the part no’s & serial no’s to confirm the right product * Identifying the exact & comparing with tag mentioned issues * Coordinating All National LOCs & Internal HO Teams for laptop Calls * Doing RCA for high level Escalations for All Laptop Products from field * Collecting WCCC CMRR Call details which is logged by customer for their AMC repair Laptops * Machine type (desktop/laptop/others), Verifying Its under AMC/not * Investigating engineers its eligible for CMRR, else Cancelling the CMRR indent * Observing exact issue on particular machine * Finding possibilities for close the call ASAP * Providing the spares which is required by the Engineer for repairing the machine * Purchasing the spares when no spare available in stock * Picking the call to HO, when nothing worked out by LOCs * 2013 & 2014 team leader for laptop & desktop team * Providing Standby machine, till the machine got repaired * Escalating to Head regarding wrong issues happened on CMRR * Updating each & every calls on daily basis, doing follow-ups for all previous calls * Sharing Technical Ideas & Suggestions to all LOCs & Internal Team related to CMRR calls * Coordinating internal QC teams for Synergy Time Sheet Submission & Reimbursement Claims * Guiding internal Teams for some QC activities   **TECHNICAL SKILLS**   * Assembling, Testing of Desktop, Servers and Laptops * Troubleshooting of Desktops, Servers and Laptops * Troubleshooting Hardware and Operating Systems * Troubleshooting of Hardware/Software Queries * Having Knowledge of installing Drivers * Final Quality Check and auditing of Desktop and Laptops * Installing Maintenance of Application Software * Installing Maintenance the Operating System (Win 98, X2003, XP2, Win7,Win 8,Win10 2000 Professional, 2003 server, 2008 server) * Having Working Knowledge in SAP (System Application Program) * Knowledge in taking Backup Devices and Restoring * Sound knowledge for diagnose and troubleshoot all branded desktops and Laptops * Good Knowledge of Evaluation of Motherboards, Software’s and Peripherals Components   **OTHER COMPUTER SKILLS**   * Microsoft Office(Word, Excel, PowerPoint, outlook) |